GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:806
ANSWERED ON:22.11.2007
ISO CERTIFIED TRAINS AND FACILITIES PROVIDED IN SUCH TRAINS
Tripathy Shri Braja Kishore

Will the Minister of RAILWAYS be pleased to state:

(a) the details of the International Standards Organization (ISO) certified trains in the country,zone-wise;

(b) whether different ratings of the quality of services are provided in the trains in India and aboard;

(c) if so, whether the quality of services provided in the air conditioned compartments of ISO certified trains is much below the specified standards;

(d) if so, the details in this regard; and

(e) the steps being contemplated to improve the services in ISO trains in the country?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(SHRI R.VELU)

(a) A statement is attached.

(b)to(e): The standard and scale of amenities and services provided to the passengers in trains in the Railways across the world vary based on geography, climate, economy, passenger profile etc., and accordingly the ISO certification of trains on Indian Railways does not relate to a universally applicable quality standard, but to distinct quality standards as laid down for each train. It is continually endeavored that the prescribed quality standards in the ISO certified trains, including those for air conditioned compartments of such trains, are achieved and sustained.